OFFICE OF THE STATE PUBLIC DEFENDER
CASE INFORMATION MANAGEMENT PROJECT
(CIMP)

Update provided to the
MONTANA PUBLIC DEFENDER COMMISSION

September 7, 2007

GOALS AND OBJECTIVES

Define the business processes and the information requirements to:
- ✓ Implement best work practices system-wide.
- ✓ Write procedures to standardize case processing.
- ✓ Standardize input to software.
- ✓ Provide required and desired reporting.

Define the Case Management System requirements to:
- ✓ Recommend near-term changes/costs to the Steering Committee to implement JustWare correctly and implement the approved changes.
- ✓ Develop and issue a Request for Proposal (RFP) for a next generation system.

Establish a training program to:
- ✓ Communicate case information management rules.
- ✓ Provide users the knowledge on how to use tools.

Establish a central office function to:
- ✓ Administer the system.
- ✓ Provide ongoing "how to" support.
- ✓ Develop custom documents and reports.
- ✓ Establish standards and processes for case information.
- ✓ Prepare for the next generation system.

ESTIMATED TIME LINE

✓ Define Business Processes	March 5 – April 12
✓ Issue request for bid	April 13
✓ Receive bid	May 1
✓ Develop contract	May 1 – June 29
✓ Sign contract	June 29
✓ Basic reports to regions	By July 1
✓ Basic reports to central office	By July 1
▪ Installation & testing	July 11- October 1
▪ Training & go live	October 1 – 31
▪ Install time keeping	January 3, 2008

CURRENT INSTALLATION AND TESTING TASKS

- Continuing to establish business rules to standardize data.
  - Rules will be communicated to Office Admin staff at the September 22 session.
- Continuing to analyze data to identify discrepancies between JustWare and SABHRS entries.
  - Developing a report that will be sent to each Region to clean-up data.
- New Dawn has resolved a technical issue with Microsoft to allow JustWare to run in the State's shared environment.
- Completed a 3-day on-site session with New Dawn
  - Finalized configuration and screen definitions for new system.
  - Completed training IT staff to support system

- Established cutover and training schedule.

Location	Region	Cutover and Training Date
Butte	5	10/3 (Wed)
Helena	4	10/16 (Tues)
Great Falls	3, 6, 7	10/18 (Thurs)
Kalispell	1	10/23 (Tues)
Missoula	2	10/25 & 10/26 (Thurs/Fri)
Bozeman	8	10/30 (Tues)
Billings	9, 10, 11	11/1 & 11/2 (Thurs/Fri)

PROJECT RISKS

- Adhoc requests for new or modified reports are using project resources.
- Resources working on project are not dedicated; therefore, other production workload could take precedence.
- We have no way to test the performance of the system in our environment until it is installed on our Wide Area Network.